

Trouble-shooting Guide for Wordshark & Numbershark

Networks v 4.10 and v5

This guide covers the majority of issues involving network installation and subsequent running that are reported to us, and explains how to obtain support if this guide is unable to help. The guide consists of these sections:

[Service, Manager & Activation Issues](#)

[Numbered Error Codes](#)

[Other Issues](#)

[How to obtain support](#)

Service, Manager & Activation Issues:

1. The *service* and *manager* fail to install or run, perhaps with “Error 1920 Failed to start White Space service” or “Unhandled Exception”: This can be for several reasons, and the server Event Viewer often helps to trace the cause.

- a. **You were not signed on with Domain Manager Admin Rights.** In almost all cases you need such rights to enable the *service* to install/run/make the necessary registry changes and install programs onto the server.

- b. **The Manager may start to install, but then fail and roll back.** This only occurs with the older releases of the installer. If the install of the *manager* fails and rolls back, possibly with a “timeout waiting for Service” or similar displayed in the Event Viewer, Either

1. **Update your *manager* and *service*** to release 1.0.4.0 or later, if these have not been downloaded recently.
2. If updating is not possible immediately, then reinstall using your existing MSI, but mid install ensure you add your username/password to the screen where you previously chose “Log in as Local Admin”. If this fails, then first open the “Services” on the host server, and re-run the MANAGER MSI: This time, as soon as the service “White Space Network Management” opens, click on its properties, and ensure you enter the correct login credentials including username/password for Local Admin (Domain Manager).

- c. **The account under which the Service runs has inadequate permissions, or suffers a logon failure:**

The *service* installs first, then the *service* is started, and finally the *manager* is installed. If the *service* installs but fails to start, the *manager* will not run properly. It will produce a message: **Error: Cannot fill the server list box.** This usually refers to being unable to connect to a net .tcp address. Click “OK”, and an “Unhandled exception” will result. Examine the Applications Event Log, and there will usually be a “timeout waiting for Service” error showing exactly when the *service* attempted to start and caused the “Unhandled Exception”.





tab will show the *service* is not running, with a message: "Service information cannot be retrieved".

A similar message occurs when trying to start the *manager* if the *service* is not running or is awaiting a restart. On the "Unhandled Exception" message, click "Continue", and the *manager* will open. Examination of the "Service Details"



Press "Quit", and restart the *service* (listed under the "Service Details" tab as White Space Network Service") from within Task Manager. Restart the *Manager*, which should now open correctly.



A message of "Unhandled exception has occurred.....Object reference not set to an instance of an object" tends to occur if you have either a) NOT got local admin rights, so cannot start services or b) NOT installed .net

framework 3.5 ([see below](#)).

If the manager does not open, then the usual cause of this problem is that the account under which the service is running has insufficient privileges to make necessary file or registry changes, or the username/password combination provided to the service is incorrect. In many cases the default "Local Admin" account will work, but otherwise choose an account with sufficient privileges to change files and registry entries. You may need to set up a special account. To change the account details under which the service runs you may either:

- Reinstall, but mid-install ensure you add an appropriate username/password to the screen where you previously chose "Log in as Local Admin"
- Change the username/password in the services applet, looking at the properties of the *service* from the services applet. This is most easily reached by typing SERVICES into the Windows search box (or start screen in Windows 2012).

d..NET Framework 3.5 is not installed: This is used by the *manager*. Later .NET frameworks, e.g. 4.0 or 4.5 can co-exist but do not contain the coding required for our *manager*. **You specifically DO need 3.5 or 3.5.1.** If you are on **Server 2012 R2** and need to install .NET 3.5, various guides exist on the Web, and some techs have recommended as most readable: <http://www.danielclasson.com/install-net-framework-35-server-2012/> If you are on **Server 2008R2** in particular, .NET 3.5 is pre-installed but may need to be enabled. If you attempt to download and install, you may see an error "**You must use the Role Management Tool**" Instead of installing, enable the already-installed .NET Framework 3.5:

1. Ensure you have admin rights (and disable UAC which can give issues)
2. On the server: Start / Administrative Tools / Server Manager / Manage / Add Roles & Features. Choose "Features".
3. Check checkbox for .NET Framework 3.5.1 and click on the "Add Features" button.



4. Click button "Add Required Role Services"
5. NEXT to install. Accept defaults with further NEXT. Verify that the .NET Extensibility check box is selected by default, and click Next
6. Wait for install to complete and click to close.
7. Try reinstalling the *service* and *manager* again.
8. If you have deactivated UAC, remember to turn it back on to avoid falling foul of local security requirements!



2. The **wordshark-shared** or **numbershark-shared** folder cannot be found:

- i. This may be due to incorrect sharing/permissions/security/path to the server *wordshark-shared* or *numbershark-shared* folder: Check sharing, permissions and in particular hidden sharing. See the main instructions annex C, and note that a \$ in the path is not permitted.
- ii. Check the permissions: The *wordshark-shared* & *numbershark-shared* require all appropriate user groups to have read/write/modify/delete permissions & security settings. If the *service* is unable to access/write to the *-shared* folders, it may shut down. If the *manager* is unable to find the *service* it may close. The server Event Viewer may flag up missing or invalid paths/folders. *Note that you need to use UNC paths throughout, even if "Installer" messages appear to allow paths such as d:\White Space etc.*
- iii. **Check the registry entry for the folder:** Using RegEdit, check the correct registry entry is in registry, as shown in step 2 of the instructions. On the server hosting the *service* and *manager* check that the relevant product is listed:
HKEY_LOCAL_MACHINE\SOFTWARE\[Wow6432Node if a 64 bit machine]\White Space Ltd\Networks\[Wordshark][Numbershark] 5 should contain:
 1. **(Default)** (value not set)
 2. **Code** Should be WC for Wordshark 5 or NC for Numbershark 5, WB for Wordshark 4.10 or NB for Numbershark 4.10.
 3. **EPN** Should be a set of alphanumerics: Contact Support if this is empty.
 4. **SharePath** Requires a UNC path, finishing *wordshark-shared* or *numbershark-shared* as appropriate. *NOTE that if it finishes-shared\ try removing the final \ as this has been the issue in a small number of cases.*
 5. If you need to make any changes, restart the *manager*: Within the *manager* click on the "Files and Folders" tab to "Save and Restart Service". After the restart, check that both now point to the correct UNC location of the user data folder *wordshark-shared* / *numbershark-shared*.

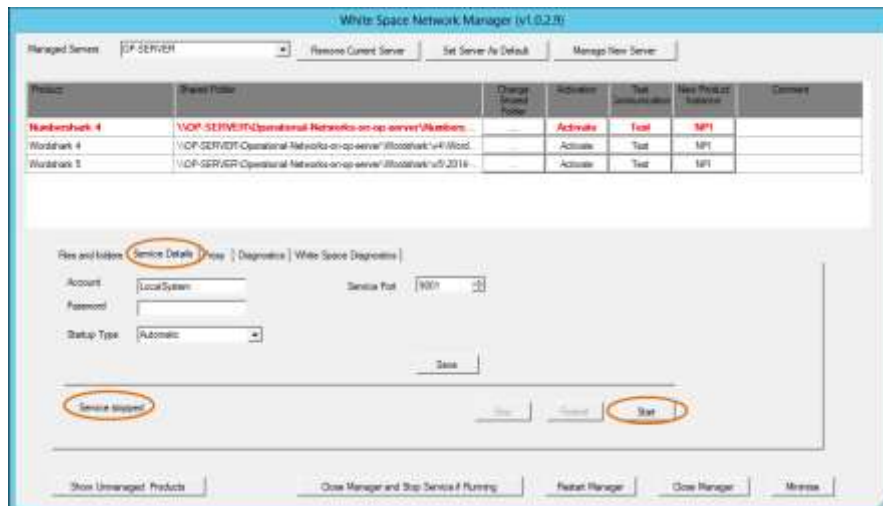
3. The **SERVICE** fails for any reason:

- i. Restart the *service*. To restart, open the *manager* and click the "Start" button on the "Service Details" tab.
 - ii. We advise you monitor this. If it fails again for no apparent reason please contact us *without* restarting the *service*, so we can diagnose the reason.
4. **Activation Fails:** This is normally due to proxy settings preventing access. Ensure you are using the latest *manager*, select the "Proxy" tab, and fill in the proxy server username and password.

5. **Network Port 9001 not available for the program to use OR you realise your Proxy name, username or password are incorrect:**

- a. Open the *manager* program. On the Service Details tab, change the Service Port to an unused number. Ports above 9000 are rarely used, and most are usually available.
- b. Open the *manager* program. On the Proxy tab, correct the account details and click the “Save” button on that tab.

As with any change, restart the *service* and *manager* using the “Start” button shown below and the “Restart Manager” button.



[Return to top of Annex A](#)

Numbered Error Codes:

6. **Error Code 9** Most commonly results from a desktop icon whose Properties/ “Start in” address does not point to the server *wordshark-shared* or *numbershark-shared* folder as appropriate. Correct this, and run the program again.
7. **Error Code 10** results from incorrectly set permissions. Note that standard Windows networks, Impero and Ranger, or other networks using **MS File Screen Manager** may also experience this during OR AFTER install, if the path to *White Space Ltd* has not been added to their “Exemptions List”.

Exemption Lists: If your network restricts the executables that users may run, and depending on your network security, you may need to allow execute permission to *Wordshark5nrun.exe* (in the *wordshark-programs* folder) and *javaw.exe* (in the *wordshark-programs\bin* folder) before running, and similarly for the Numbershark and v4.10 equivalents.

8. **Error Code -34 (Error getxmldocument)** The XMLfile in the program -*shared* is missing or is blank. This is usually because incorrect permissions, sharing or security or incorrectly applied \$ hidden paths have prevented it being written to. Check permissions are read/write/modify/delete for all groups of users. Run the C-Server (client-based installs & CC4) or S-Server (Server-based installs) MSI again to recreate the XML file. If this still fails, [contact Support](#)
9. **Error Code 56** The program is unable to see/read our files. This usually means that there is an issue with the sharing permissions of the mapped drive, or it has been hidden with a \$ used inappropriately.
10. **Error Code 59** This commonly happens if:
 - a. You have not yet activated the program (using the “Activate” button on the *manager*)
 - b. The -*shared* folder has been moved without similarly changing the path in the desktop icon’s “Start-in” address AND registry AND *manager*. Correct this. Restart the *manager* and *service*, and attempt to ACTIVATE the program using the “Activate” button on the appropriate software product.

11. **Error Code 66** If your network is NOT on Active Directory, check that the server and clients are set to the same time zone and time (within 5 minutes).
12. **Error Code 69** The licence was unable to be validated. Check that the *White Space Ltd* folder, *wordshark-programs* and *wordshark-public* (or equivalent Numbershark folders) have “read” permissions. Most other reasons for this issue were identified and are self-repaired in manager 1.0.2.8 and later. If you have an earlier release of the manager please update from the Manager download site for all v4.10 and v5 networks: <http://www.wordshark.co.uk/NAManagement>
13. **Error Code 70** The licence has not yet been activated. As part of the install process, you need to install the *service* and *manager*, and activate the licence. Revisit step 3 of the instructions.
14. **Error Code 98** *Warning. This program will shortly stop running due to a network problem. Please notify your IT manager.* The program has detected an issue with the licence activation, and has been unable to resolve this. Please contact us urgently, [first obtaining the information listed later in this section.](#)
15. **Error Code 99** *This [Wordshark][Numbershark] installation is no longer able to run. Please contact your network manager.* This error follows on from error code 98, if this is not resolved promptly, and may take some time to address. Contact us urgently, [first obtaining the information listed later in this section.](#)
16. **Error Code 248** *Response Key does not match current details* Seen where the incorrect licence key has been entered. Check and re-enter. On several occasions, the tech has entered the Wordshark licence key for Numbershark, or vice versa.
17. **Error Code 271** Similar symptoms and actions to Error -34 above.
18. **Error Code 1309** occurs if you try to install onto a client from a remote server, and the extracted files are in an inaccessible cache.
19. **Error Code 1325** is normally solved by ensuring you use UNC paths (as recommended) instead of a mapped drive.
20. **Error Code 1603** is an installshield “something has gone wrong with the install” message.
 - a. This can occur if the server has been awaiting a reboot: After the reboot, the MSI has proceeded as expected.
 - b. With our programs it normally occurs if the XML file used for silent deployment of a client-based install has paths in quotation marks. These are required for some servers and not for others.
 - c. Rarely, our MSI may fail at the initial “Browse” when attempting to browse the server to create the *-shared* path. No error is displayed, but “Error Code 1603” is in the server event log. This has been traced to a corrupted Main Administrator Account. Creating a new Admin account allows the MSI proceed as expected.
21. **Error Code 2711** occurs if you attempt to install a *C-Client* to a client where one is already present on that client machine.

Other Issues

22. **Program Closes at Launch:** Our programs require a working sound card. Windows 7 and Windows 8 clients’ soundcards are often disabled if speakers/headphones are not plugged in/switched on. Our programs will attempt to display an error message if unable to access a working soundcard, but will in any case close after 10-20 seconds on the initial splash screen. See also www.wordsharksupport.co.uk/network-fizzle-after-splash-screen.html
23. **Slow loading:**
 - a. If on a Client-based or CC4 install, this is rare and normally traced to a switch malfunction, and/or “Scan on demand” high level anti-virus settings.
 - b. If on a server-based install, the program takes more than approx. 15 seconds to load to the login screen, then this is often a symptom of a server or network overload as the server is attempting to run multiple copies of our (large) program
 - c. Rarely, this can be a symptom of a known issue between certain network cards and Server 2012 virtual servers: contact Support
24. **Administrator or student details disappear:** You have not given the staff/students read/write/modify/delete access to the *wordshark-shared* or *numbershark-shared* folder, OR, if student details are not saved, check whether you have a “sandbox” resetting machines. SEE ALSO the next point.

25. After signing onto the program users see a message about being “**Temporary Users**”: By program design, such users have access to all games / word lists, but are unable to create their own word lists, and no data is stored for that user.
- Any program administrator can prevent students signing on as temporary users in the ‘Sign-on Settings’ of ‘Universal Settings’.
 - If no ‘temporary’ students are allowed AND students are registered to the program using Active Directory usernames AND ‘Automatic sign-on’ is chosen (also found in the ‘Sign-on Settings’ of ‘Universal Settings’), issues with students mis-typing their names are minimised.

26. **Warning Messages to Users:** If the program detects an issue but is unable to self-repair, it may flag this message to the program administrators and teachers for several days, **and later to all users:**

This program has encountered a problem.

Please contact your network manager in order that the program continues to run.

Trouble shooting guide:

www.wordshark.co.uk/support/net500

If this message is reported to you, contact us urgently with the items listed at the [end of this document](#), so that we can start diagnosis and repair before the program malfunctions. Please do not restart the service until we have replied. If the above message is not acted on promptly, the program is likely to stop functioning, displaying the following message: at this point, repair is likely to be more time-consuming.

This [Wordshark] [Numbershark] installation is no longer able to run.

Please contact your network manager.

Trouble shooting guide:

www.wordshark.co.uk/support/net500

27. **Username with non-English characters:** If using an English keyboard the default for user names to be shown on the right of the sign on box must be left on. The user can then be selected from the list as the standard onscreen keypad does not include accents. Adding your own keypad does not work as these will only appear in games when the accents are required for words within the lists.
28. **Lost Passwords:** If staff forget their passwords, sign onto the program and reset, using your user details you created at step 4 (Annex B) of the installation process. Further guidance is given in the “Help” menu within the PDF “Printable manual”, or visit www.wordsharksupport.co.uk and search for “Lost Password”.
29. **For any other issues,** use the “search” facility at www.wordsharksupport.co.uk and if unable to locate the solution please contact Support with the details listed on the next page.

How to Obtain Support

If the trouble-shooting section has not helped you to solve your issue, please collect as many of the [diagnostics](#) listed below as you can, and provide these when contacting support.

Contacting Support: **Phone:** 020 8748 1170 Outside the UK: (+44) 208 748 1170
Email: support@wordshark.co.uk www.wordsharksupport.co.uk **Skype:** (if available): wordshark.support
Opening hours: 9-5 UK weekdays. "Out of hours" calls 8am to midnight UK time may be arranged if needed.

TROUBLE-SHOOTING INFORMATION:

So that we are better able to respond helpfully, please provide these details / diagnostics:

1. Quote your organisation/school, program and location as per your licence details.
2. Include a phone / email / name for us to contact you. If phoning us, please be ready to leave your name and contact details and best times/means of contacting you, as we may be helping other customers. Tell us if you are a visiting technician with a specific visit timeframe. We can contact via [email](#), Skype, landline and (UK only) mobile phone.
3. Check you know which *manager* release you are using (shown on the Manager top menu bar, or in Control Panel add/remove programs: Look for "White Space Network Management XXXX, where XXXX = version number)
4. Ensure you have screenshots / details of any error messages seen.
5. Check your server Event Log: Screenshots of suspect areas may help us to pinpoint the issue.
6. Tell us whether you are performing a Client-based, Server-based or CC4 package install.
7. Tell us whether the *manager*, *service*, and *wordshark-shared* and/or *numbershark-shared* are all on the same server or otherwise.
8. Tell us what server / client OS you have, and wired / wireless / both wired and wireless. Whether physical or virtual server/clients may also help.
9. If you can sign into Wordshark as an administrator, please:
 - Go to *Help / About* menu and quote the exact release, e.g. Wordshark 5.002.01-124. It is particularly helpful to include a screenshot (see example)
 - Go to the *Admin / Advanced Features / Create a zipped copy of the wordshark-shared* folder menu and choose the '*anonymously*' option to remove personal data. A zipped folder is created on your Desktop. Please email this to us, even if phoning.
10. Otherwise, find the *wordshark-shared* folder on the server. If any of the following are present within this folder, please zip them up and email them to us:
 - A "Diagnostics" folder
 - A "Config" folder
 - A "D9SLD83.xml" file
11. A screenshot of the [server registry entries](#)

